8. Did you find the staff of telephone department
   (a) Very helpful or (b) helpful or (c) Indifferent
9. Finally can you kindly tell me how you find the telephone service as a whole? is it.
   (a) Very good or (b) Satisfactory or (c) Poor.

Thanks a lot for you cooperation. This information will be very useful to us.

Statement-II

User Opinion Results for Delhi Telephone System—Latest Round

USER OPINION	*SCORE JULY 1992*
OPERATOR SERVICES	
Very good	4.5%
Satisfactory	63.0%
Poor	32.5%
TRUNK SERVICES	
Very good	6.0%
Satisfactory	82.3%
Poor	11.6%
STD SERVICE	
Very good	22.0%
Satisfactory	76.0%
Poor	2.1%
REPAIR SERVICE	
Very good	5.7%
Satisfactory	63.4%
Poor	30.9%
CUSTOMER SERVICE	
Very good	7.3%
Satisfactory	79.2%
Poor	13.5%
OVERALL SERVICE	
Very good	8.8%
Satisfactory	79.9%
Poor	11.9%

NOTE: User opinion was assessed from a random sample of 2054 subscribers.

दूरसंचार विभाग के कर्मचारियों का निलम्बन

3169. **श्री मूलचन्द मीणा:** क्या **संचार** मंत्री यह बताने की कृपा करेंगे कि:

(क) पिछले एक वर्ष के दौरान संचार विभाग में कितने अधिकारी और कर्मचारी निलम्बित किये गये हैं और किन-किन कारणों से हैं;

(ख) क्या टेलीफोन विभाग जयपुर के एक कर्मचारी को टेलीफोन पर स्वयं मंत्री जी के साथ दुर्व्यवहार करने के कारण निलम्बित कर दिया गया था; और

(ग) क्या विभाग के कर्मचारियों में अच्छे व्यवहार को सुनिश्चित करने के लिए कोई सुधारात्मक उपाय किये गये हैं; यदि हां, तो उनका ब्यौरा क्या है?

संचार मंत्रालय में उप मंत्री (श्री पी०वी० रंगैया नायडू): (क) 30.9.1992 की स्थिति के अनुसार 10 राजपत्रित और 246 अराजपत्रित अधिकारी निलंबित हैं। 1 अक्तूबर, 1991 से 30 सितम्बर, 1992 की अवधि के दौरान 8 राजपत्रित अधिकारियों को निलंबित किया गया है। अराजपत्रित अधिकारियों के संबंध में आंकड़े सर्किल कार्यालयों से एकत्रित किए जा रहे हैं। इन सरकारी कर्मचारियों को उनके विरुद्ध की गई अनुशासनिक/दण्ड की कार्यवाहियों के कारण निलंबित किया गया है।

(ख) जी हां।

(ग) सरकारी कर्मचारी, केन्द्रीय सिविल (आचरण) नियमावली, 1964 द्वारा शासित होते हैं। इन नियमों का, विशेषकर आचरण संबंधी नियमों का किसी भी प्रकार उल्लंघन करना दण्डनीय है जिसकी अपेक्षा एक सरकारी कर्मचारी से नहीं की जाती है। इसमें दुर्व्यवहार भी शामिल है और इसलिए विभाग के कर्मचारियों में अच्छा व्यवहार सुनिश्चित करने के लिए इन नियमों का कड़ाई से पालन किया जाता है।

Installation of Automatic Sorting Machines

3170. SHRI E. BALANANDAN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what is the number of automatic sorting machines to be installed in various cities during the Eighth Five Year Plan period;

(b) the country from which the sorting machine are proposed to be imported;

(c) What is the estimated cost of the sorting machine to be insalled in Bombay;

(d) what is the total cost of installing the above machines in cities;

(e) whether there is any guarantee period for the above machines;

(f) whether the maintenance of the above machine/machines will be done by departmental employees or contractor/ concern from which it is to be purchased; and

(g) the authority that will be given the work of programming of discs required in the machines;

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): (a) It is targeted to instal automatic sorting machines at four places during the Eighth Five Year Plan.

(b) The country or countries from which the equipment will be bought would be decided in due course on the basis of global tenders. Machines for the Bombay project are being imported from Belgium.

(c) The cost of the sorting machines being installed at Bombay is approximately Rs. 9.8 crores on the basis of current exchange rates.

(d) Total cost of the project in a city including customs duty on equipment and other expenditure is estimated to be around Rs. 20 crores.

(e) Warranty period is one year from the date of acceptance of the machine.

(f) This being a sophisticated machine annual maintenance cannot be done by Departmental employees. Maintenance will be done either by supplier or by a specialised agency.

(g) Software is developed by the supplier as per the sorting programme decided upon by the Department.

Display of Photograph of National Leaders in Department of Posts and Telecom

3171. SHRI ANAND PRAKASH GAUTAM: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether any inspection guidelines have been issued in the Department of Posts and Department of Telecom for display of the photographs of national leaders in office permises; if so, what are the details thereof;

(b) whether there is any ban to display/exhibit the portrait/photographs of Baba Saheb Dr. Ambedkar in Office *permises/room/recreation clubs in Department of Posts and Department of* Telecom;

(c) if so, what are the reasons therefor; and

(d) if not, whether the portrait/ photographs of Baba Saheb Dr. Ambedkar will be permitted to exhibit in Lucknow G.P.O. and other such offices?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): (a) to (d) No separate guidelines have been formulatd by the Department of Posts and Telecom regarding the display of the photographs of National Leaders in the office premises and both Departments only follow the orders issued in this regard by the Minsitry of Home Affairs.

Publishing of Telephone Directories by MTNL

3172. SHRI KRISHNA KUMAR BIRLA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the MTNL at Delhi and Bombay have been indicated for favouring a private firm in awarding contracts for publishing the telephone directories;

(b) if so, what are the details thereof